



EyeMed Single Sign-On Frequently Asked Questions

Q 1. What employees are able to access their EyeMed member portal via the Single Sign-On access (SSO)?

A 1. State of Delaware employees enrolled as the subscriber (contract holder) can access their EyeMed benefit information via Employee Self-Service (ESS). If you are a subscriber under a non-State of Delaware EyeMed vision plan (i.e. a school district vision benefit) you will not be able to use this single sign-on option to access your EyeMed account.

Q 2. Can I use the Internet Explorer browser to access my EyeMed member portal via Single Sign-On?

A 2. No, members are not able to access the EyeMed member portal using Internet Explorer.

Q 3. I am a member but not the contract holder. How can I access my EyeMed account information?

A 3. Members who are enrolled as a spouse or adult dependent of the subscriber may access their EyeMed account information by selecting "Access my Account Online" located on the [Statewide Benefits Office \(SBO\) Vision Plan website](#) and follow the steps for registering. All State of Delaware registered members may also obtain benefit information via the EyeMed mobile app. [Click here](#) to download the mobile app.

Q 4. Why is this added service being provided to the State's employees?

A 4. To make the process of managing your benefits as easy as possible.

Q 5. Do I need to be registered with EyeMed in order to view my benefits via SSO?

A 5. No. When you sign in via SSO you will be able to access your EyeMed member benefit page whether or not you have previously registered for EyeMed's member portal access.

Q 6. I'm an active employee and State of Delaware EyeMed subscriber, what do I need to do to access my EyeMed member benefit page via Single Sign-On?

A 6. Once you log into your [Employee Self-Service](#) account, it's as easy as 1, 2, 3:

1. Select "**Benefits**"
2. Select "**Benefits Website**"
3. Select "**EyeMed Vision**"

Q 7. What will I be able to view with this EyeMed access?

A 7. You'll have 24/7 access to the following:

- View your benefit details
- Confirm eligibility
- Print replacement ID cards
- Locate a provider
- Schedule appointments online
- Get special offers
- Check claim status
- View health & Wellness information

Q 8. Where should I call if I have additional questions?

A 8. Employee Self-Service log in questions: **PHRST Customer Service 1-866-751-7833**
Navigating through the EyeMed member portal: **EyeMed Customer Service 1-855-259-0490**
All other EyeMed Single Sign-On related questions: **SBO Customer Service 1-800-489-8933**

